



Massachusetts Rehabilitation Commission

VOCATIONAL REHABILITATION SERVICES

Competitive Integrated Employment Services (CIES) SFY2014

Program Description

The MRC Competitive Integrated Employment Services (CIES) program provides assessment, skills training, job placement, and ongoing support services to assist consumers in their efforts to choose, obtain, and maintain competitive employment in an integrated work setting. Through the six CIES service components, consumers are able to receive the individualized services and supports they need to achieve and maintain successful employment opportunities throughout the Commonwealth of Massachusetts. CIES services may carry over from year to year, with approximately 30% of consumers completing their program each year.

CIES Components

1. Intake, Evaluation, & Assessment	2. Job Education & Skills Training	3. Job Development & Placement	4. Initial Supports	5. Interim Supports	6. Ongoing Supports
Consumer completes evaluation and assessment to determine vocational strengths and goals	Consumer receives sufficient training or education placement in competitive employment	Initial competitive employment is found and retained for at least 30 days.	Consumer progresses towards job stability and receives support from day 30-90. (SEO is retention of job at 90 days.)	Consumer receives supports at any time based on need, in order to maintain competitive employment.	Consumer receives supports when needed following first 90 days of employment.

CIES Placements and Successful Employment Outcomes (SEOs)

Outcome	SFY 2011	SFY 2012	SFY 2013	SFY 2014
Total Served	3,959	3,861	3,234	3,179
Placements	1,133	1,119	928	951
SEOs as % of Placements	73%	82%	83%	81%

The percentage of placements and successful employment outcomes (SEOs) as a percentage of the total number of consumers served has increased overall, demonstrating performance gains. Between SFY '12 and '14, over 80% of all consumer placements occurring in the CIES program resulted in successful employment outcomes.

SFY 2014 CIES Budget

SFY 2014 CIES Budget (total obligated)	\$7.4 million
SFY 2014 CIES State Funded Ongoing Supports	\$1.5 million

Program Design

The CIES program is made up of six component services that assist consumers in achieving competitive employment. Consumers enter or exit component services based on need. The key measures of success for the program are the number of consumers placed in jobs for 30 days or more, called Job Placements, and the number of consumers employed beyond 90 days, called Successful Employment Outcomes (SEOs).

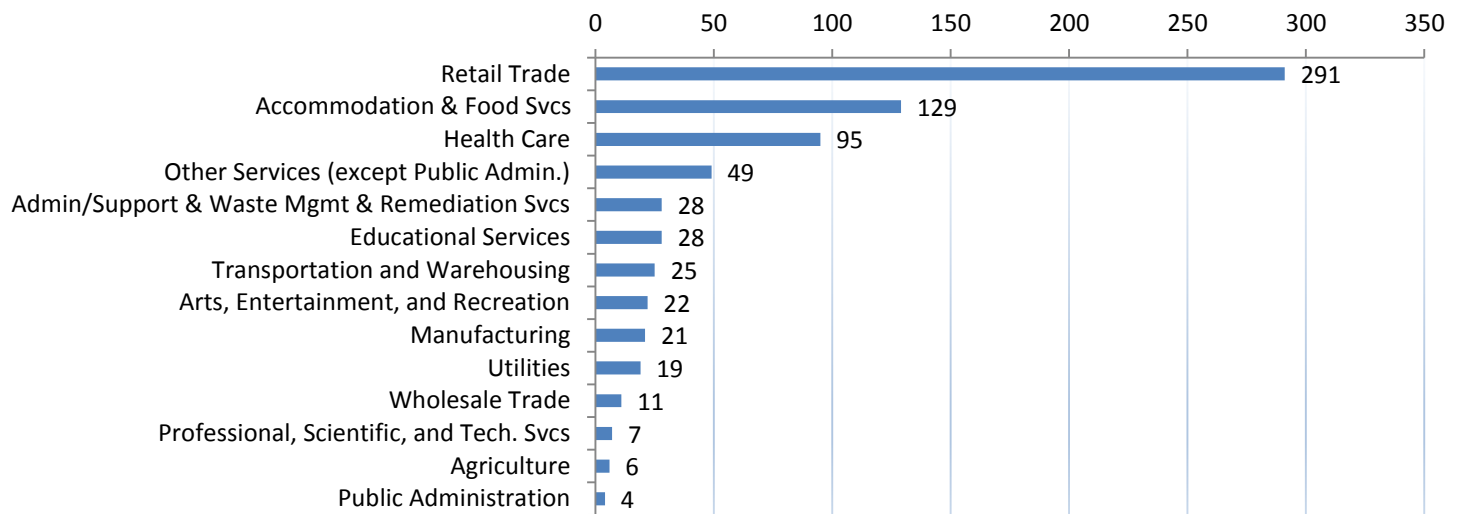
The State contracts with Qualified Community Rehabilitation Providers (CRPs) to deliver the CIES services. Providers are paid on a performance basis during the initiation and completion phases of services. Using a data management and billing system called EIM (Enterprise Invoice Management), the MRC CIES team tracks enrollment, expenditure and outcomes. Data from the EIM system allows detailed analysis of provider performance and program results.

High Level Results

CIES providers have consistently expended about 60% of resources on the Job Development and Placement component. The number of consumers placed in a job as a percentage of all consumers served has steadily increased in recent years. In SFY 2014, 81% of all CIES placements, or 766 individuals, reached successful employment outcomes. These consumers achieved combined annual earnings of approximately \$8 million.

CIES 2014 Job Placements by the North American Industry Classification System (NAISC)

CIES consumers are placed in a wide variety of occupations across the Commonwealth of Massachusetts. Retail Trade, followed by Accommodation & Food Services, once again topped the list of industries and occupations in which CIES clients were placed.



CIES Wage Outcomes (FY2014)

# of Consumers w/ 30+ Day Job Placement	Total Hourly Wage Range	Average # of Hours	Range of Avg. # of Hours Across Districts	# Retaining Job for 90+ days	% of Placements to SEOs	Cost per SEO
951	\$8.00 - \$50.00	20	19-21	766	81%	\$8,402

CIES Average Component Rates FY2014 (rate increase of 5.32% as of 4/1/2014*)

Rate Category	Component 1: Evaluation	Component 2: Training	Component 3: Placement	Component 4: Initial Supports	Component 5: Interim Supports	Component 6: Ongoing Supports
Initiation Phase	\$160	\$875	\$ 1,765	\$630	\$36.04 / hour	\$38.56 / hour
Completion Phase	\$642	\$1,313	\$ 2,647	\$946		
Total	\$802	\$2,188	\$4,412	\$1,576		

(*By law, all established rates are multiplied by 1.07% in Dukes and Nantucket Counties)

CIES Benefits

- In FY2014, over 950 CIES consumers were placed in employment for 30 days or more
- A very high percentage of placed individuals (over 80%) achieve successful employment outcomes in CIES
- CIES consumers work in a wide variety of competitive occupations throughout Massachusetts
- Providers are paid on a timely basis and are assisting consumers in finding competitive employment
- Over 600 individuals in need of ongoing supports to maintain employment remain competitively employed

CIES Performance Summary & Challenges

The MRC CIES team continuously monitors and evaluates performance quality to ensure that consumers are given the opportunity to achieve the best possible employment outcomes, using tools such as site visits, monthly data analysis and reporting, quarterly management team meetings, and annual provider and consumer surveys. The initial SFY2014 CIES budget was \$7.4 million. A cost-of-living provider rate increase of 5.32%, applied to rates of services from providers, was approved by the Commonwealth in April of 2014. The CIES program continues to positively impact consumers' employment outcomes.